



June 5, 2007

Marlene H. Dortch, Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

Subject: DA 07-2017  
Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

Dear Secretary Dortch:

The Community Council of Greater Dallas hereby submits its Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The Community Council of Greater Dallas is limiting its comments to the status of 2-1-1 service in Texas.

The Community Council of Greater Dallas has provided information and referral services in Dallas, Texas since 1968 and 2-1-1 service in the North Central Texas -- Dallas Region since 2002. We provide 2-1-1 service to an 8-county area that encompasses rural and urban areas covering 6,319 square miles and reaching a population of 4,063,378. The database of service providers used for making referrals has listings for 3,259 agencies offering 4,332 programs. In 2006 our 2-1-1 center received 234,185 calls. Our Center operates by nationally recognized standards and was awarded Accreditation by the Alliance of Information & Referral Systems in 2001.

The most common reasons people give for calling the Community Council's 2-1-1 center are emergency assistance with electric bills, rent assistance, food pantries, gas bill assistance, and assistance with their Medicare applications. The information collected in our database is distributed throughout our region and used by planners to fill the gaps left by unmet needs in our communities such as the growing aging population.

Our role in the Governor's Homeland Security Plan came to fruition when over 20,000 Hurricane Katrina evacuees landed in Dallas with nothing -- looking for food, clothing, shelter. A week later, we were assisting fellow Texans escape from Hurricane Rita



relaying information about evacuation routes, open gasoline stations, and available shelters. We are still actively involved in the long-term recovery efforts of both storms.

We respectfully request that the Commission find the public is well served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

Debby Kimbrell, CRS  
Director, 2-1-1 Texas  
Community Council of Greater Dallas  
214-954-4222